



ALGA
National Local Roads and Transport Congress
November 2014

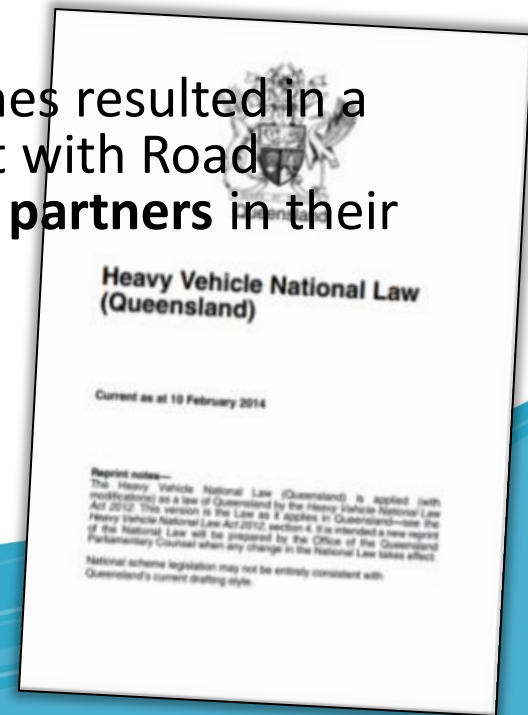
NHVR

Working with Local Government

Sal Petrocchio - CEO

About NHVR | Who are we

- The **NHVR** is established under the Heavy Vehicle National Law (HVNL) to **administer Heavy Vehicle Regulatory functions**, such as compliance, enforcement and road access.
- The **HVNL outlines a role for local councils as Road Managers**, to which the NHVR is required to seek consent from, prior to finalising an access permit for a heavy vehicle operator.
- System limitations resulted in a less than desirable **Access Management System** which led to permit delays.
- Insufficient governance, scope and tight timeframes resulted in a sub-optimal ICT product, and limited engagement with Road Manager **resulted in poor support for regulatory partners** in their new legislated role as Road Managers.



About NHVR | our services

- Broad range of services being developed by the NHVR under Heavy Vehicle National Law:
 - Compliance and enforcement
 - Performance Based Standards
 - Accreditation
 - Vehicle standards
 - Fatigue management
 - **Access**

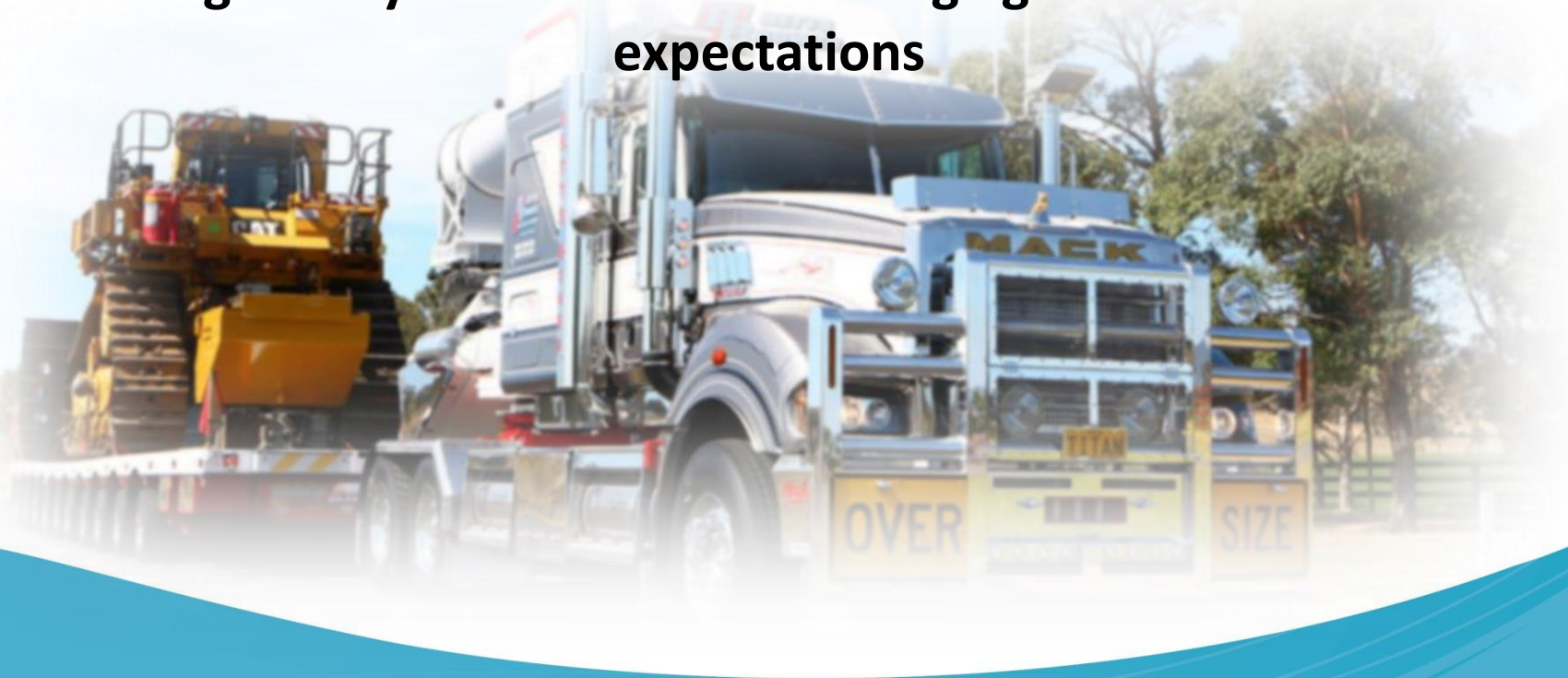


About NHVR | where are we at?

- Organisational improvement underway to respond better to customer needs
- Focus on building whole of organisational functions
- We have refocused our engagement model with industry and our stakeholders
- Government and Industry commitment to NHVR remains positive
- Delegated permit model in place – June 2015
- Access Remediation Program on track

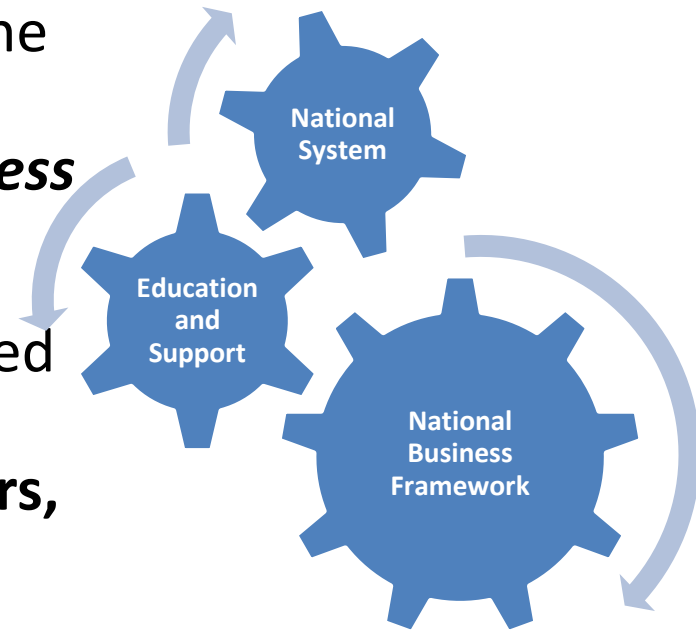
Access Remediation | Our Vision

To implement a NATIONAL ACCESS MANAGEMENT FRAMEWORK for heavy vehicles that, delivers national consistency, delivers efficient processes and reduces regulatory burden while meeting agreed customer expectations



Access Remediation | Our Program

- Is a program of works centred around working with regulatory partners and the heavy vehicle industry to **develop a harmonised and effective *national access management process***.
- This will then be supported and delivered efficiently through a national permit system that will be **utilised by customers, *Road Managers* and the NHVR**.



Access Remediation | Our Focus

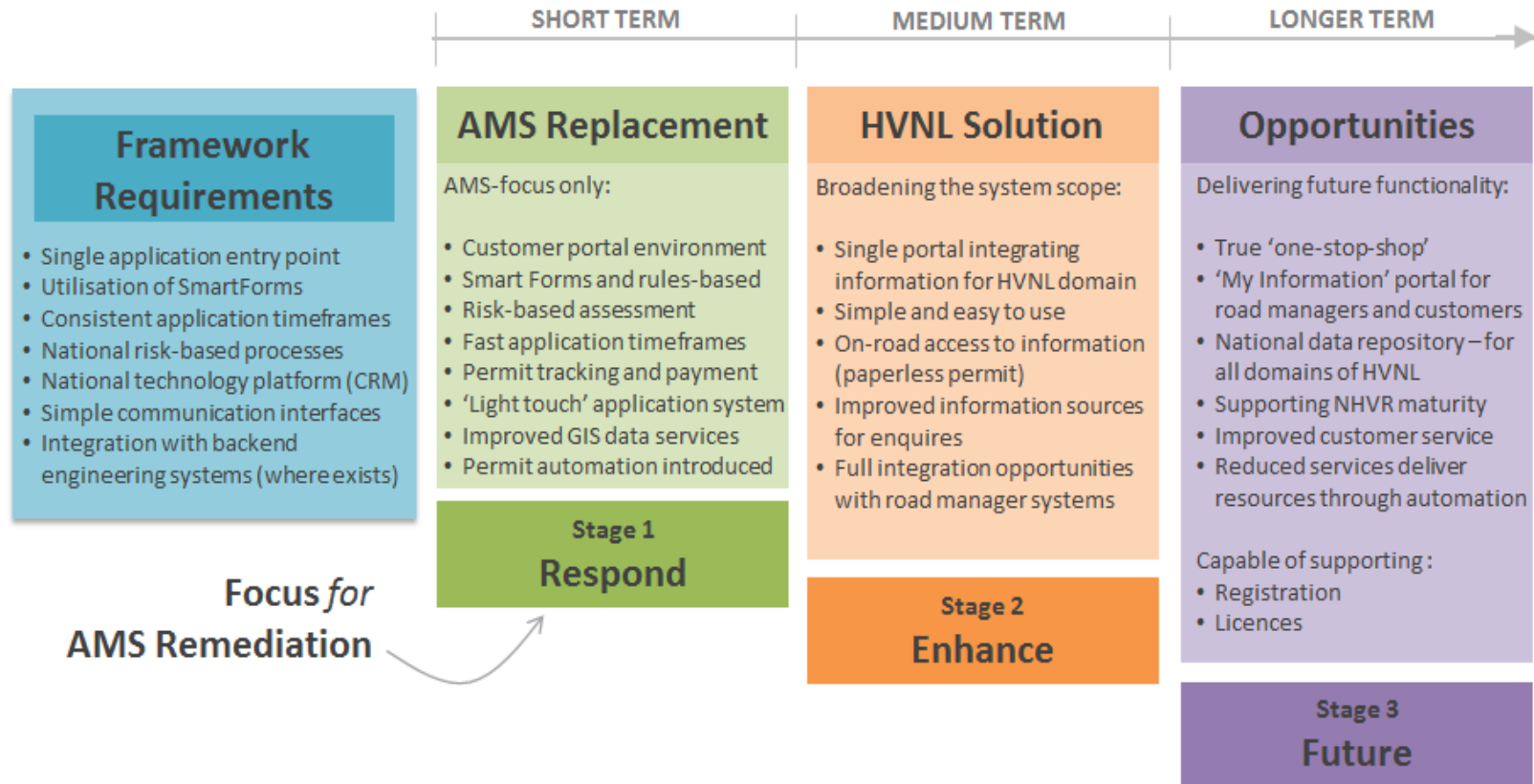
<i>Policy Setting</i>	ACCESS FRAMEWORK <ul style="list-style-type: none">• Risk based framework for Access Management• Improved demand management (pre-approvals / notices)• Nationally harmonised policies and standards.
<i>Process Reform</i>	PROCESS OPTIMISATION <ul style="list-style-type: none">• Fast track of low risk permits and consistent decision times• Tailored Road Manager tools and customer focused approach• Consistent and transparent approaches by Road Managers• Basic integration with back end Road Manager systems facilitated
<i>System Enhancement</i>	AMS REMEDIATION <ul style="list-style-type: none">• A single portal entry point for heavy vehicle permits• Smart Forms to filter requirements and tracking of status• Up-to-date real time GIS data to support permit automation.



AccessCONNECT

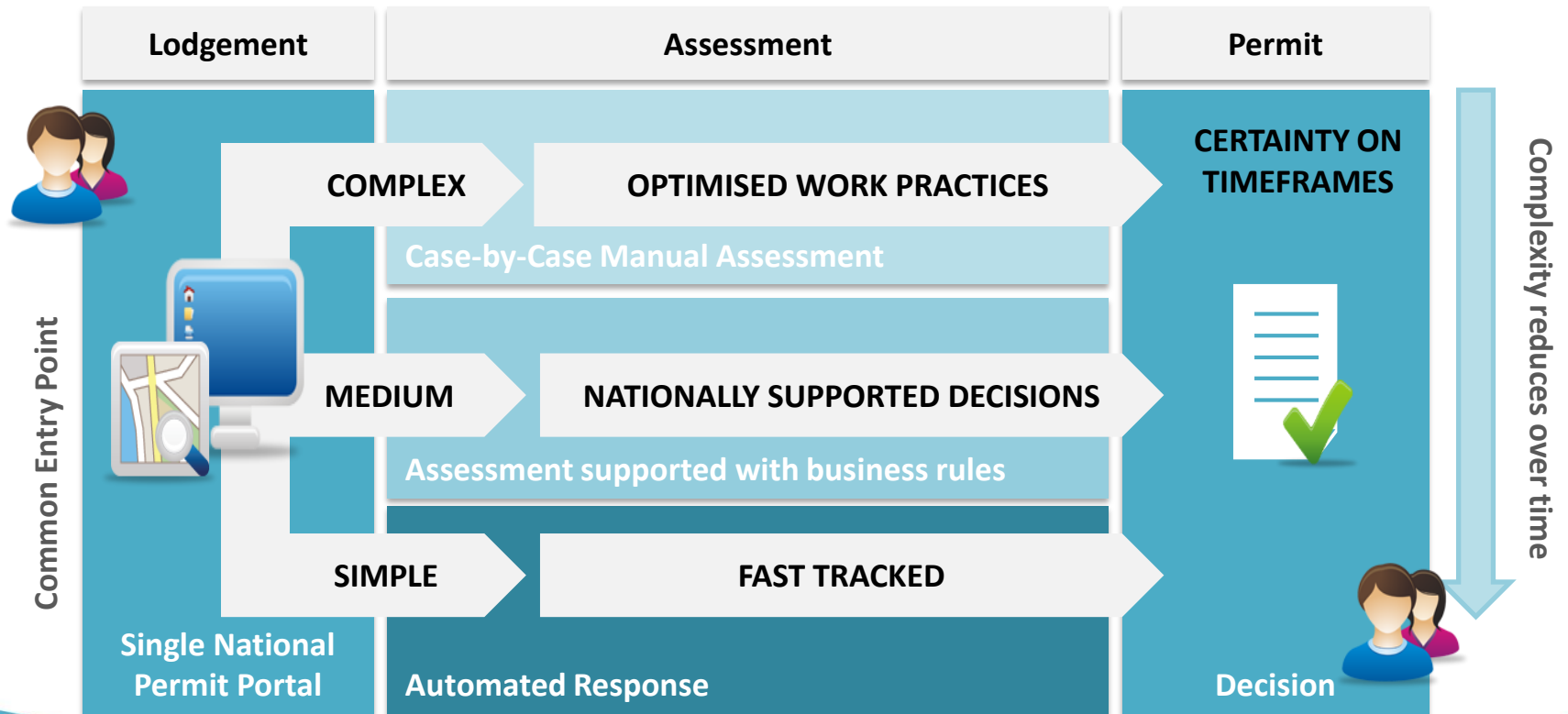
the new service delivery model for access management

Access Remediation | Maturity Model



Access Remediation | Our Future

Access Management Solution



Access Remediation | what will be delivered?

- Customers to be able to access a **single common entry point** for heavy vehicle permits
- Permit applications are **easier to process** for customers, road managers and NHVR staff
- Information collected is able to provide **accurate input into decision making** relating to infrastructure, environment, public amenity and national policy
- Customers to be able to **track permit progress**
- Road Managers to have the ability to work with the new system

Access Remediation | Benefits

- **Automated workflow management** to expedite the Road Manager consent process
- The system will target **integration with road managers** current processes and systems
- Permit details **continuously update route data** to increase the number of non-complex permits, over time reducing permit demand
- Road Manager's with network knowledge continue to process consent requests to **drive process efficiency**
- **Scalable solution** capable of handling increased volumes of permits supported through automation.

- ✓ Improved certainty for industry
- ✓ Reduction in processing demands
- ✓ Key national data set
- ✓ Better national decision making ability

Access Remediation | Our Future

Improvement on the Current State



I'm a council engineer

One of my many roles is to. . .

assess the public safety and infrastructure impacts of heavy vehicle movements through public infrastructure.

The National Access Management System helps me. . .

to understand the impacts of heavy vehicles on council road infrastructure and manage my time efficiently; allowing me the time to effectively prioritise my workload.

It also helps the council. . .

to understand the heavy vehicle movements on our road network, allowing for improved infrastructure planning and investment.

About NHVR | Collaboration

- NHVR working with states/territories on:
 - Improving existing permit timeframes
 - Pre-approvals to reduce demand for permits
 - Compliance data sharing
 - Accreditation data sharing
 - Delivering national consistency
 - Consent request statistics

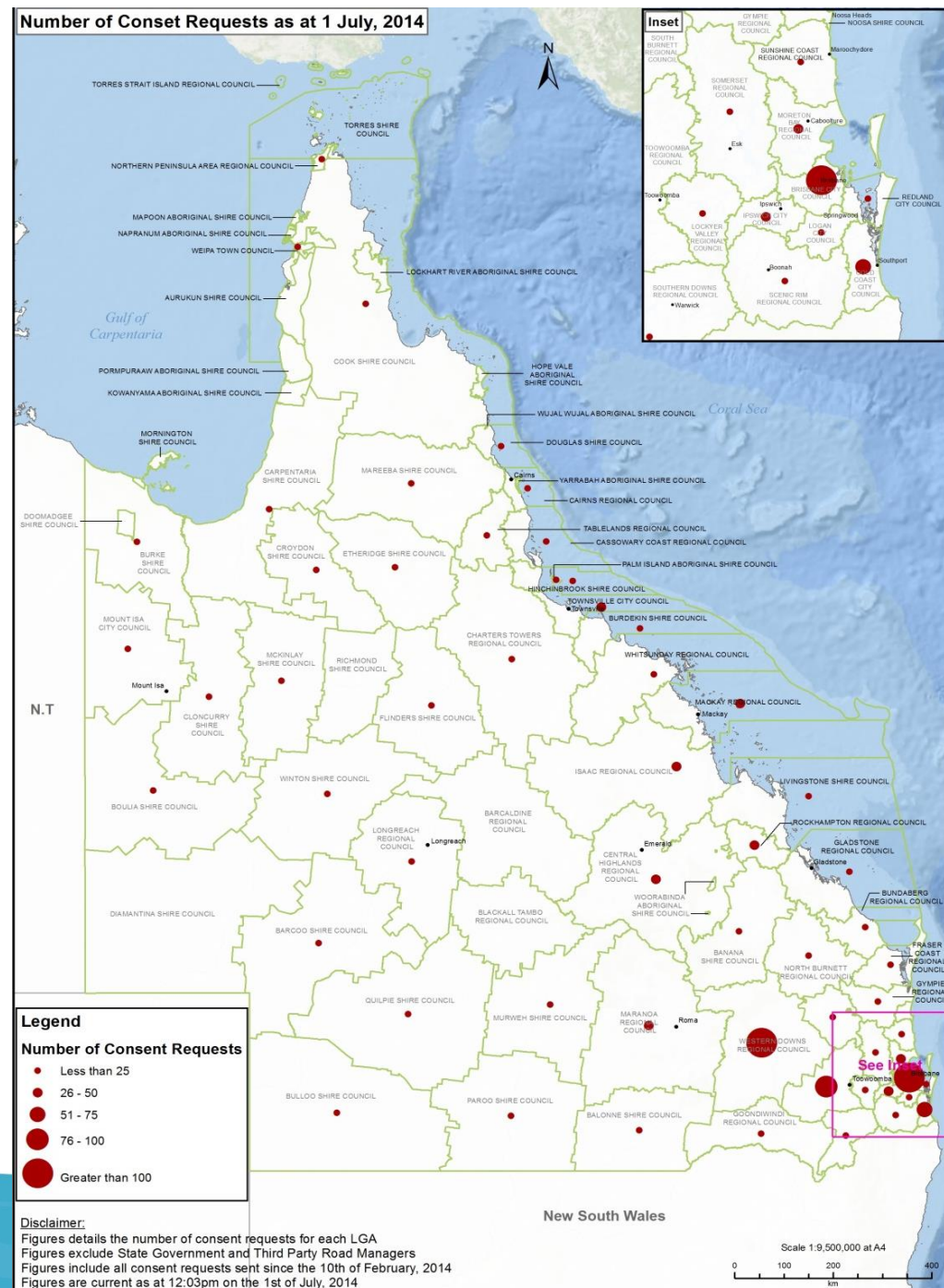


About NHVR | Collaboration

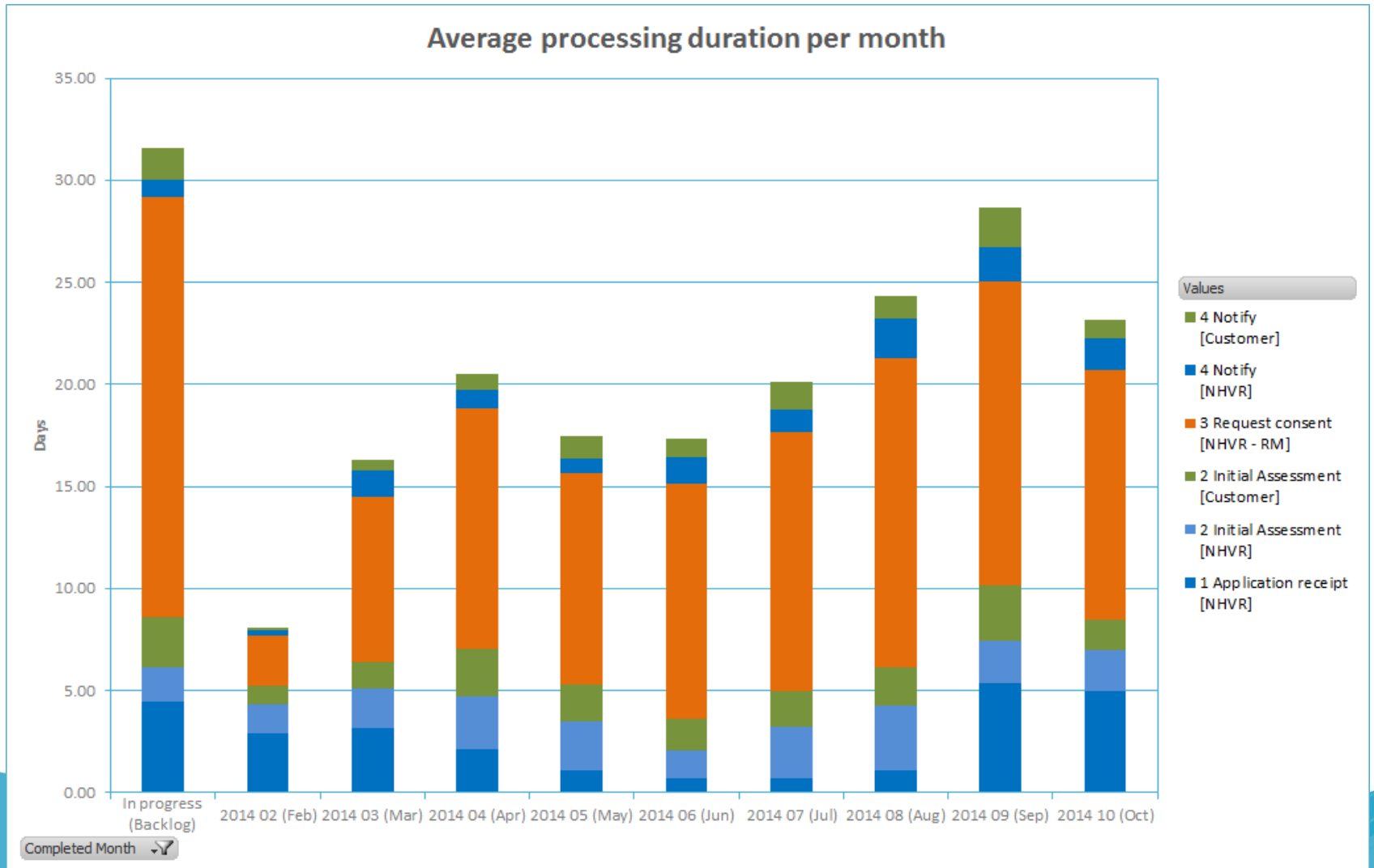
- NHVR working with local government on:
 - Engineering support e.g. PBS Route Assessment Tool
 - Improving economic viability and safety in local communities
 - Improving consent request timeframes
 - Gazette requests and pre-approvals to reduce demand for permits
 - Delivering national consistency

About NHVR | Understanding Demand

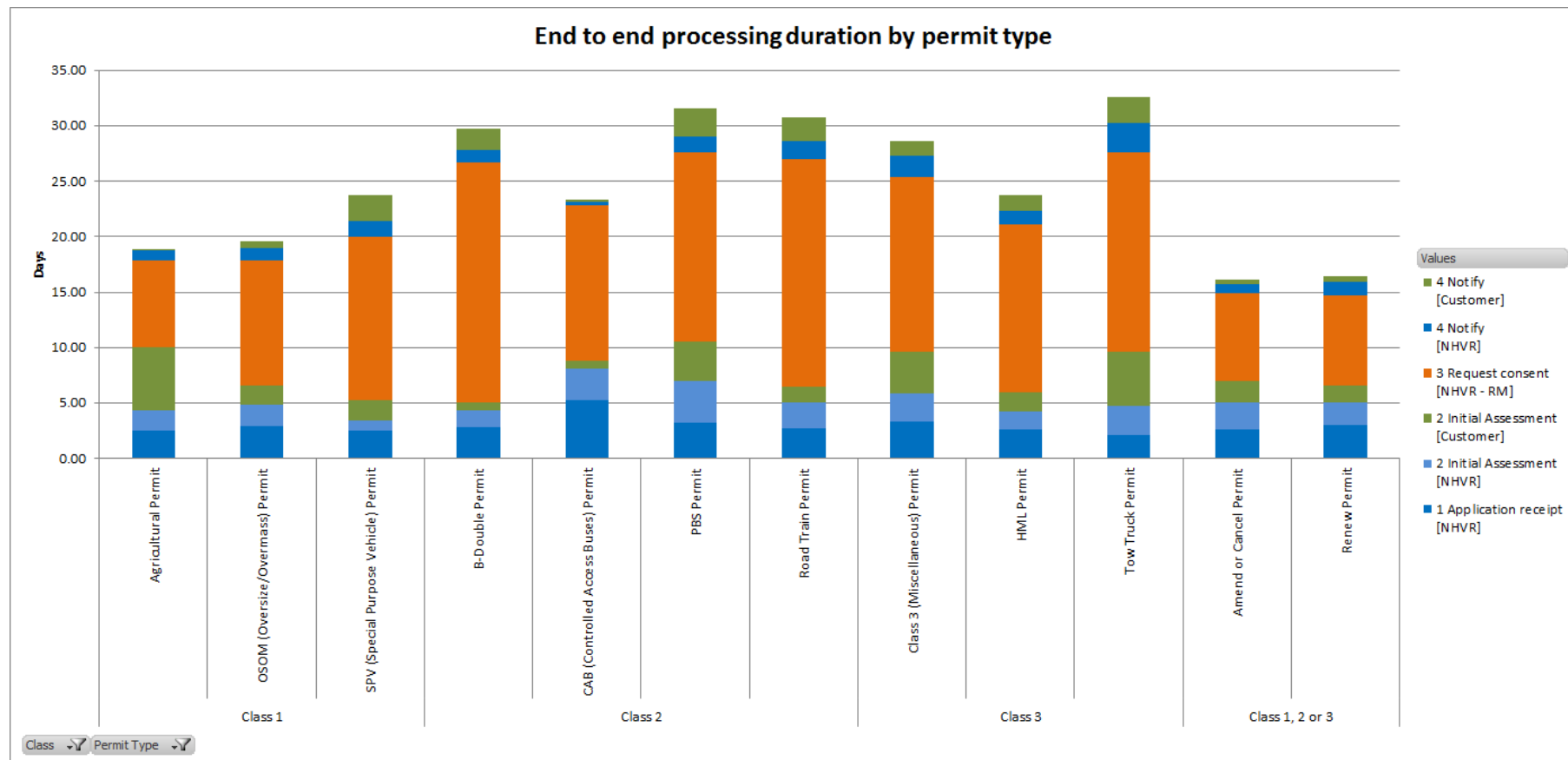
- Understanding where **consents** are coming from
- Adoption of Risk-Based Access Permits and **Reduced Resource Demand**
- **Consider pre approvals**
- Improved Customer Service
- Reduced Regulatory Burden.



Processing duration

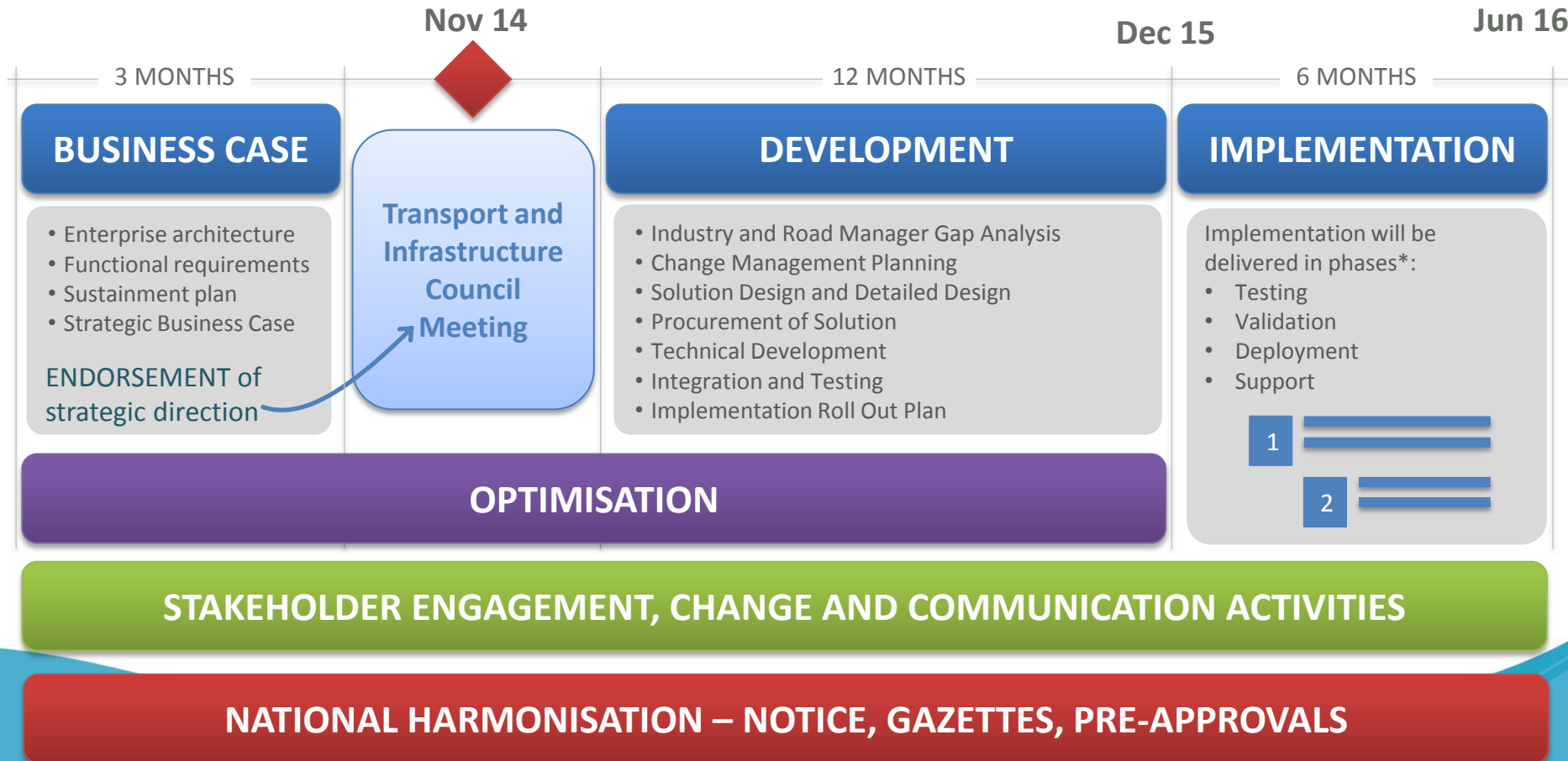


Processing duration by permit type



Access Remediation | Our Timeframe

High-Level Delivery Plan



Access Remediation | Moving Forward

So what's next?

Recognising the differing levels of Road Manager role maturity between local and state governments, developing a national access business framework requires input and project outputs from all stakeholders, **especially council Road Managers.**

The NHVR requires assistance from councils, to contribute to Program Activities, such as:

- ☐ Development of national process mapping
- ☐ Education and capability requirements
- ☐ ICT solution design
- ☐ Project piloting
- ☐ User acceptance testing



For more information or to assist the Remediation Program Team,
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